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ABSTRACT

In March 1996, California's Cabrillo College (CC) conducted a survey of students who were enrolled in spring 1995 or fall 1995 but did not return the following semesters. Questionnaires were mailed to 1,207 students, requesting information on whether they had achieved their educational goals, factors at CC that had influenced their decision not to re-enroll, and personal priorities that had prevented them from re-enrolling. Study findings, based on responses from 307 of the non-returning students, included the following: (1) educational goals cited by respondents included 106 students cited goals related to transfer education, 105 related to personal interest, 86 students cited goals related to receiving a certificate or associate degree, and 31 students cited goals related to occupational courses; (2) 89% of students with goals related to personal interest achieved their goal, compared to 66% of those with transfer-related goals, 58% of those with occupational course-related goals, and 36% of those with certificate or degree-related goals; (3) with respect to CC-related reasons that respondents did not return, 37% cited parking, 16% cited construction, 15% cited full classes, 15% cited problems with registration, and 12% cited a lack of child care; and (4) the two most common personal reasons for not re-enrolling were "financial reasons" and "needed time out of school," both cited by 20% of the respondents. Individual responses to open-ended questions and the survey instrument are appended. (HAA)

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Survey of Non-continuing & Non-returning Students at Cabrillo College

(Spring 1995, Fall 1995, Spring 1996)

Presentation at the 1996 CAIR Annual Conference
Costa Mesa, California
November 1996

by
Jing Luan, Ph.D.
Director, Institutional Research
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Survey of Non-Continuing and Non-Returning Students at Cabrillo College

(Spring 1995, Fall 1995, and Spring 1996)

Jing Luan, Ph.D.
Director, Institutional Research, Cabrillo College, November 1996

INTRODUCTION

The total enrollment at Cabrillo College in Spring of 1996 saw an increase compared to previous semesters. This was largely due to the return of students with baccalaureate degrees following the sunset of the differential fee as predicted. However, an examination of the total units taken by students revealed a decrease in units which prompted the director of Admissions and Records (A&R) to identify a drop among continuing and returning students at Cabrillo. Based on data by the last registration date, compared to Spring 1995, the number of "continuing and returning" students decreased by 368. The data from A&R also indicated that the students who did not return were traditionally students who tended to take a larger course load than non-traditional students or students with BA degrees or higher.

METHODOLOGY

Charged by the college President, John Hurd, an ad-hoc study committee led by Dean of Student Services, Manuel Osorio, provided guidance to this project in the areas of study scope and survey design. The committee consisted of VP of Instruction, Director of Admissions and Records, a Systems Analyst from Computing Resources, and a confidential staff member. With the assistance from Computing Resources, the Office of Institutional Research (OIR) identified the population under study. The criteria for inclusion included students who were enrolled at Cabrillo in Spring and Fall of 1995. The population was further defined through working with Sue Woosley, Program Analyst from Computing Resources. The extracted student information included SSN's, names, addresses, phone numbers, degree and certificate information, gender, race, age, cumulative GPA, units completed for their last semester in school, and educational status.

For this study, a non-returning or non-continuing student is defined as a first time enrollee in a selected semester who did not re-enroll the following semester. More than 9,000 students were identified as students who were enrolled at Cabrillo either in Spring 1995 or Fall 1995 and did not return the following semesters (Spring 1995 for Fall 1995 and Spring 1996 as well as Fall 1995 for Spring 1996). There were about 3,000 students who either had zero or less than 3 units completed by the end of the semester they were enrolled. Those students were excluded from the study.

Several survey strategies were initially considered for the study: 1) mail-out surveys only; 2) mail-out surveys with telephone follow-ups; 3) mail-out surveys with follow-up mailing, plus a telephone follow-up; and 4) telephone surveys only. OIR used random sampling procedures to select a total of 1,207 students for the study. Based on this number, OIR decided to use strategy one--mail-out surveys only. A letter under the name of the college President along with one page survey went out in early March of this year. In order to generate a higher return rate, self addressed USA postage paid #9 envelopes were used as well. By the survey return final tally date, there were a total of 309 surveys returned (Rate of return: 309/1,207= 26%).

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"I am very pleased with the quality of education at Cabrillo. I am a single parent and it is difficult to juggle work full time, being a responsible parent and a student."

"Cabrillo is a very New Age School and very offensive to my belief system. Nevertheless, Cabrillo does have some outstanding teachers that I will always be thankful for."

"Quit advertising $13 credits when all the misc. fees make it much more. It's well over $100 for one 3 credit class."

"I am attending another school due to logistics and a major requirement, however, I believe Cabrillo is a great institution."

"Arrange for parking, switch to a quarter system or have more short-term classes - often 16 weeks causes a conflict in community - monitor instruction quality."

"I will always come back to Cabrillo. It is very important to me. Thank you for your concern. Keep doing the great job you do, keep the wonderful instructors. Keep offering good night courses."

SURVEY DESIGN:

OIR recommended to keep the survey one page in length.
The survey questions fell into three basic areas:

1) whether or not they had completed their educational goals,
2) dissatisfaction factors at Cabrillo (Internal Factors) that had caused them to stay out of school, and
3) personal priorities (External Factors) that had prevented them from re-enrolling at Cabrillo.

DATA MANAGEMENT

The sample of 1,207 students were stored in an Excel data file. The returned surveys of 307 were also entered into an Excel data file (see attachment for survey coding sheet). The data file containing returned surveys was then extracted to a SPSS program for statistical analysis. Since the survey was anonymous and confidential, it is not possible to link the returned surveys to the original sample of 1,207. The demographic information is from the original sample of 1,207.

FINDINGS

The returned surveys provided an almost equal number of responses in the areas of either transfer education (n=106) and personal interest (n=105). This constituted 2/3 of all the declared goals (The study uses "goals" instead of "students" due to possible multiple goals per student). Another third of the declared goals were "receiving a certificate or associate degree" (n=86) and "completing all occupational courses needed" (n=31).

According to Table 1 (Chart 1), those students whose goals were to receive a certificate or an associate degree, only 31% achieved that goal. For those students whose intent was to complete all transfer courses, the majority (66%) achieved that goal. For those students who wanted to complete all the occupational courses needed, a slight majority (58%) achieved their goal. Nine out of ten students (89%) reached their goals of "satisfying a personal interest"- the highest goal achievement rate.

Table 1. goal achievement rates among all goals declared

	all goals declared	Group A: goals not met		Group B: goals met	
Goal 1: certificate/degree	86	55	64%	31	36%
Goal 2: transfer education	106	36	34%	70	66%
Goal 3: occupational courses	31	13	42%	18	58%
Goal 4: personal interest	105	12	11%	93	89%

An analysis of the possible reasons for those students who did not meet their goals, and therefore, did not return or continue due to *internal* reasons at Cabrillo (Table 2) seems to indicate that parking was a large factor (37% of all complaints). Other factors that may have caused students to stay away from school were: inconvenience caused by the on-going construction (16%), classes being filled (15%), problems with registration (15%), and lack of childcare (12%). For the group that achieved their original goals at Cabrillo, very few complaints were registered to be internal reasons at Cabrillo.

Table 2. Internal reasons that may have caused students to stay out of school:

	Group A: goals not met		Group B: goals met	
• inconvenienced by construction	11	16%	2	3%
• the classes were full	10	15%	3	4%
• the classes were not offered	0	0%	0	0%
• classes offered at the wrong time	0	0%	8	12%
• parking	25	37%	8	12%
• childcare	8	12%	1	1%
• registration	10	15%	2	3%
• lack of access to technology	3	4%	3	4%
totals:	67		27	

An analysis of the possible reasons that students did not meet their goals, and therefore, did not return or continue due to *external* reasons at Cabrillo (Table 3) seems to indicate that all factors seemed to have played an equal role in their decisions. "Financial reasons" (20%), and "needed time to be out of school" (20%), topped the reasons. This was followed by "family responsibilities" (19%), "enrollment at another community college" (15%), and "relocation" (14%).

Table 3. External reasons that may have caused students to stay out of school:

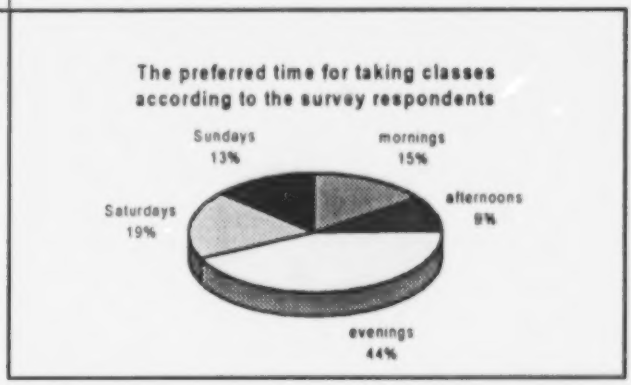
	Group A: goals not met		Group B: goals met	
• family responsibilities	27	19%	10	7%
• financial reasons	29	20%	11	8%
• employment change	11	8%	12	8%
• relocated	20	14%	12	8%
• needed time out of school	29	20%	13	9%
• currently enrolled at another cc	22	15%	11	8%
• received poor grades	4	3%	0	0%
	142		69	

After observing the total number of internal reasons (n = 67, factors that Cabrillo can have some control over) and external reasons (n = 142, factors that Cabrillo has no control over) which caused students not to return or continue, it is obvious that external reasons accounted for the largest portion of the non-returning and non-continuing students.

Table 4 and its accompanying chart, displays students' input regarding the best time to take classes at Cabrillo. The data used *all* students returning the surveys. Almost half of the students preferred to take classes in the evenings (43%), or Saturday classes (19%), and Sunday classes (13%). This seems to indicate that a large number were students who might have full time jobs during the week.

Table 4. The best time for taking classes according to the survey respondents:

	#	%
mornings	8	15%
afternoons	5	9%
evenings	23	43%
Saturdays	10	19%
Sundays	7	13%
	53	



For those students who did not meet their original goals and did not return or continue their education at Cabrillo after one semester of study, a total of 41 students pinpointed the possible academic terms they would return to Cabrillo. Of those, most of them (74%) will return for the Fall semester of 1996.

Table 5, the possible academic terms the survey respondents will re-enroll:

	Spring		Summer		Fall		Total
	#	%	#	%	#	%	#
1996	2	6%	7	20%	26	74%	35
1997	4	67%	0	0%	2	33%	6

A GLIMPSE OF THE DEMOGRAPHICS OF THE SAMPLED POPULATION:

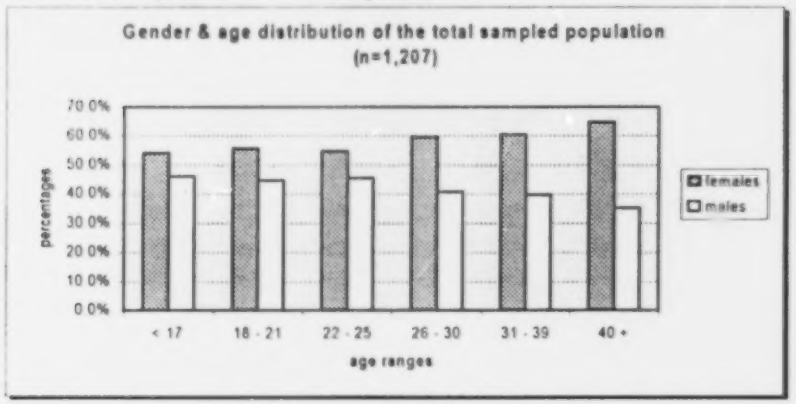
It is not possible to extract typical demographic information (Classic Three: age, gender and ethnicity) from the returned surveys, because 1) in order to remain truly anonymous, the survey was not designed to print or ask for SSN's, 2) the survey did not ask for age, gender, and ethnicity. The original sample of 1,207 provided the demographic information for the following analysis.

Gender and Age: Of the total number of 1,207 students who were randomly selected for the mail survey, 58.8% were females. There does not seem to be any statistical difference among all age groups, except for the fact that there were slightly more females in the age groups of 26+ who did not return or continue.

Table 6. Gender and age distribution of the total sampled population of 1,207:

	females		males	
	#	*%	#	%
< 17	20	2.8%	17	3.4%
18 - 21	135	19.0%	108	21.7%
22 - 25	148	20.9%	123	24.7%
26 - 30	103	14.5%	70	14.1%
31 - 39	131	18.5%	86	17.3%
40 +	172	24.3%	93	18.7%
	709	**58.8%	497	41.2%

*, column percent **, row percent



Ethnicity: Of all the students randomly selected for the mail-out survey, there seems to be *fewer* Hispanic students (14.3%) when compared to their percentage distribution in the general student population at Cabrillo (20.0%). There seems to be *more* White students (76.9%) who did not return or continue compared to their percentage distribution in the general student population at Cabrillo (71.1%).

Table 7. Ethnic distribution of the total sampled population compared to college general ethnic distribution:

	#	%	college general %
American Indian	13	1.1%	1.6%
Asian	62	5.1%	5.4%
Black	18	1.5%	1.9%
Hispanic	173	14.3%	20.0%
White	927	76.9%	71.1%
Other	13	1.1%	--

Awards: According to Table 8, of all the students who received an award (AA, AS or Certificate, n=121), most of them received an AA degree (55.4%). A little over one third of them (33.1%) received an AS degree. One in ten received a certificate (11.6%). When compared to the total population sampled, one in ten students (10.0%) received an award.

Table 8, Award distribution information:

	#	%	% (n=1,207)
AA	67	55.4%	5.6%
AS	40	33.1%	3.3%
Certificate	14	11.6%	1.2%
total:	121	--	10.0%

SUMMARY OF QUALITATIVE COMMENTS (Survey Question: What can Cabrillo do to attract you back to school?):

There are many complimentary comments made by the survey respondents. They praised the quality of Cabrillo's education and even named several of their most favorite instructors. Many comments said that Cabrillo should continue with its good work. Several respondents took the time to write personal letters in appreciation of what Cabrillo has done to help them with their education. A few respondents said they were touched by the fact that Cabrillo remembered them and took the time to survey them. There is no general theme among the negative comments. A few students seemed to be uncomfortable with the sub-culture of the campus, such as students dressing too casual, or too much smoking. Parking was not named as often as was expected.

CONCLUSIONS:

According to this study, the external reasons (factors Cabrillo College has little or no control) accounted for the largest portion of students who did not return or continue. Further, not a single external reason seemed to have been more influential than the other. Among the internal reasons cited by the survey respondents as reasons for not returning or continuing, parking stood out to be a major factor (37% of all internal reasons). Inconvenience caused by the on-going construction took up only 16% of all internal reasons. The traditional reasons often cited as obstacles to education, such as classes being full or registration problems, did not seem to play a major role.

It takes several longitudinal surveys over a span of several years to ideally understand why students are not returning. These surveys will provide a comparison between the internal and external factors over the years so that a trend can be identified. A point in time survey, like this study, albeit limited, still appears to indicate that the major reason students' not returning and continuing was not due to internal factors at Cabrillo.

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APPENDIXES

1. **Question 3.b.1:** Difficulty in getting the classes you wanted because the classes were full (please list the classes)

2. **Question 3.b.2:** Difficulty in getting the classes you wanted because they were not offered (please list the classes)

3. **Question 4.f**: Other Institutions the Non-returning/Non-continuing Students Are Currently Enrolled

4. **Question 3.c.5**: Other experiences at Cabrillo that might have caused you not to return or continue?

5. **Question 4.h**: Other personal reasons that may have caused you not to return or continue

6. **Question 5**: What Cabrillo can do to attract you back to school.

7. **Survey Package:**
   Letter from the President
   Original Survey

8. **Survey Communication**

Question 3.b.1: Difficulty in getting the classes you wanted because the classes were full (please list the classes):	Question 3.b.2: Difficulty in getting the classes you wanted because they were not offered (please list the classes):
• Biology • Biology • Bronze Casting • CDI • Chemistry • Chemistry • Computer for disabled. • ECE • English 2 • Hygienist • Internet • Intro to Mac • Math • Statistics • Yoga	• Advanced jewelry making • Aero 2 • Aeronautical-instrument • Aeronautics Instruments and commercial classes • Anthropology 2-Wats Center • CEM 151 • Comparative Govt. • Electronics • Electronics Tech. • English • Intermediate C • Jazz Voice B • Life Drawing II • Music Theory • Networking classes beyond Network Adm. • Painting • Property Management • Real Estate related classes • Spanish 6 with native speaker/instructor

OTHER INSTITUTIONS THE NON-RETURNING/NON-CONTINUING STUDENTS ARE CURRENTLY ENROLLED:
(If a college has been listed more than once, the total number is listed in the parenthesis.)

American River (2)
Butte College
Cal Poly SLO
College of Marin (2)
College of Redwoods, the
College of San Mateo (2)
CSU Monterey Bay
DeAnza (3)
Foothill
Fresno State
Gavilan
Hartnell
Humboldt State
Mesa
Monterey Peninsula (2)
Orange Coast (2)
Pacific University, OR
Pasadena City College
Police Academy at Evergreen College in San Jose
Sacramento State
San Jose City College
San Jose State (3)
Sonoma State
Santa Monica College
SF City College
SF State
SJSU (3)
Skyline College (2)
Student Abroad program in Costa Rica
Twin Lakes
U.C.Davis (2)
UC Berkeley
UCLA
UCSB
UCSC (8)
Univ. of the Pacific
University of Michigan
University of Oregon
USC
Weber State Univ.

Question 3.c.5: Other experiences at Cabrillo that might have caused you not to return or continue?

Sidewalks should be provided along Soquel Dr.
I got out of my routine when fees were raised for grads
Option to complete course work at own pace not available.
Bad teacher. There was not class evaluation at end of class to report info.
One teacher did not belong instructing network adm.
Did not have car and rode with friend, but had to buy a parking permit anyway.
Not happy with short period allowed before dropping a class. Students should be given more time to make this decision.
Financial Aide Office was not helpful. They have limited hours.
Refund checks take far too long -counselors are completely unhelpful and not cordial
Financial - It's too expensive
Cannot take time away from work
Inability to see counselors
Needed one semester break
The teacher did not know how to teach.
Long way to drive from Ben Lomond. Would have liked to know when class was cancelled.
Felt teacher was catering towards young kids. Wanted more professional approach. Too many people in Intro. to Span.
Received false information from counselors which set me back.
Did not have program interested in.
Financial aid refused.
Going to a school that offers electronics.
Was put on probation for withdrawing too many classes. I paid my fees and should be allowed to drop or not attend any class I want.
Felt that I was unable to see counselors around my work schedule.
Part-time staff in evenings is often disappointing.
Computer science classes have required too much homework and it was difficult to keep up.

Question 4.h: Other personal reasons that may have caused you not to return or continue:

Went on vacation and returned when school in progress
Returned to UC system.
Pregnancy
Very busy in job and life.
Need to complete high school
Working 40 hrs. a week plus other obligations makes it difficult to register
Relocation
Attending school out of state
Have young children
Very unhappy with the philosophical choices made in the last year of my enrollment.
Work full time; need to save money for classes, books, etc.
Family member sick
Personal problems
Moved to S.F.
Unable to attend school because of an injured back--cannot climb stairs.
Career
High school
Stress, health reasons, 2 deaths in family, car accident.
I like the winter off to work in ski resorts, and I am moving closer to my family.
Had a baby.
Only needed one class.
Working full time
Needed to have surgery on both hands.
Drug Rehab.
Pregnancy
Disability
Busy work schedule.
Needed break after receiving degree.
Returned to regular school.
Pregnant, taking a break from school for now.
I can't return because I hate school.
I was out of town during enrollment and let deadline pass.
Gas to get to school.
Work schedule too heavy.
Just there for a couple of personal interest classes.
Work 40 hrs/wk
Personal and health problems
Too busy
Times with such a heavy work schedule.
Returned to high school.
Illness of friend's daughter. Helped with care.
Work during the day.
Heavy job load

Question 5. What can Cabrillo do to attract you back to school:

Thought Cabrillo was a great Jr. College
Will return to Cabrillo to finish original goal after returning to area and new baby is old enough to leave for a period of time.
Need to have a better way to register. The lines and wandering through the cafeteria are ridiculous.
Does not have time to go to school due to hours and commute and not able to take classes wanted.
More yoga classes.
Was taking an evening accounting class. The next semester was only offered in the day.
Was disturbed by the open drug use on campus, theft, general poor hygiene of student body, uncomfortable with couples making-out publicly. Enjoyed all of my classes and instructors.
Did not like the relaxed atmosphere of the students and instructors. I feel I will receive a better education at DeAnza College.
The atmosphere at Cabrillo is too liberal and unstructured. The teachers are unprofessional and sloppy. I would think you would encourage biking and/or carpooling. A parking or bus pass defeats purpose. I will never return to Cabrillo.
Continue that great ECE Program.
I have moved out of California and won't be returning. I took Physics to meet requirement for acupuncture program.
Will be back in the Fall. I'm one of those people who love school.
Needed upper division classes in Biology in order to apply to graduate school.
Nothing, I had a job transfer.
Improve parking/screen math teachers, and weed-out out-of-date teaching.
The Acct. course I was taking is in two parts; the second part with same teacher; book is not until Fall 96. I would have like to continue this Spring, and hopefully, would not be hindered by waiting until Fall.
Nothing. I wanted to transfer to a university.
Keep sending the information. I plan to return; I need counseling.
More classes in C,C++,Unix.
The school was fine. I just want to be closer to my family.
Came to upgrade computer skills so as to find better job. It worked. I work full-time w/good pay and benefits. I don't have time or energy to return. No classes touched on textile design. Also, counselor led me down wrong path.
Plan on returning to Cabrillo in the future. I needed time off to adjust to a new job.
I actually liked Cabrillo alot, but moved to Marin.
Offer more aviation courses
At this time, hoping to transfer to Monterey Bay. Cabrillo has helped me realize educational goals and helped me find school attractive.
I am currently enrolled at St. Mary's. I plan to take general interest classes at Cabrillo in 1998.
Be sure the Aero 2 course (IFR class for pilots) is offered in Fall 96 or Spring 97.
I plan to return as soon as I can afford to.
Offer more science classes at night.
Offer more times for the Art Dept. classes.
Classes in Spanish for next step up in ECE to finish requirements for teaching permit.
Math Dept. tutoring has been largely unsuccessful. I need someone who would be willing to work with me and my math block problem for 15-30 minutes at a time. Would be willing to pay for this service.
Restore Aero 2
Unable to take courses every Spring due to my business
If I had not moved, I would still be attending Cabrillo College
Access to basic computer and Spanish classes at varied times (not daily)
I have been taking aerobics at Cabrillo for the last couple years. After four times as a student, I am now registered for the same class through Community Ed. and still enjoy it.

I am attending another school due to logistics and a major requirement, however, believes Cabrillo is a great institution

Is interested in returning - will return to complete some pre-reqs for P.A. school. "Cabrillo a great place to go."

Please keep Cabrillo geared to a community college. Continue to support the music department.

I think Cabrillo is an excellent College and was very happy with my studies there.

I was satisfied with what Cabrillo offered in terms of my educational goals. Will return but not sure when

Please offer CEM 151 on Saturdays.

Has enjoyed educational experience at Cabrillo and will return when family is in a more secure financial position. Not sure when.

I'm pleased to see the reduced fees returned for college graduates

Not sure when will return, as now have a baby.

Let me register by mail again this summer semester

I am very pleased with the quality of education at Cabrillo. I am a single parent and it is difficult to juggle work full time, being a responsible parent and a student.

Enjoyed Cabrillo; felt like moving out of Santa Cruz.

Interested in film and video and will receive a BA next year.

Cabrillo is a very New Age School and very offensive to my belief system. Nevertheless, Cabrillo does have some outstanding teachers that I will always be thankful for.

I liked the school; I will go back eventually.

Broader options for structured, self-paced course work allowing completion in time-frame in accord. w/ability.

It would be helpful to have more foreign language class hours. Probably not likely in this time of budget cuts, etc.

Allow phone registration for less than 6 units and do not require a new application each time one returns to take 1 or 2 classes.

I will attend later.

Just keep your per unit fees reasonable.

Broader schedule in Watsonville at night.

Keep sending catalogues. I would like to continue taking classes, but it is hard to predict when I will return.

Can give me financial help.

I want to change my career to Medical Assist/Medical Transcription.

Classes that would strike my fancy at the time. Shorter computer program instructions (not full semester), advanced degree classes in nursing or business.

Enrolled at Cabrillo to take a course (statistics) I needed to continue at SJSU.

Offer English classes Saturday afternoons, and English grammar and bookkeeping classes.

Make attending more convenient.

Stronger computer department (specifically CAD).

New teaching staff for Macintosh classes.

Will return if I decide to transfer to UCSC.

Offer higher quality classes.

Should not be allowed for teachers to demand typewritten work or demand visits to learning labs, etc. All video and audio equipment (tapes should be available to sign out and take home.

Quit advertising $13 credits when all the misc. fees make it much more. It's well over $100 for one 3 credit class.

Start a comprehensive electronics course.

My teachers were excellent, unfortunately, I moved. It is an excellent Jr. College.

Offer a variety of classes. You have taken a step in the right direction offering the 33 hr. class, although I'll be out of the country this time. I will take advantage of such opportunities in the future.

Help with financial problems.

I have found several depts to have very rude personnel. It is a definite turn off.

Easier enrollment for reentry student. I cannot take a morning off to work to stand in line. Also, more evening or weekend classes.

Make transferring/returning easier by keeping one application vs. having to reapply each time increasing counseling staff/hrs so that students know/have a better feeling for what classes they should take to fulfill requirements for AA degree/trans.
Maybe someday I will return to attend Business and/or fulfill personal interest.
As I have completed transfer requirements, it will probably be UCSC for a BA or BS. The class schedule there doesn't interest me much.
Help with gas and food. When the weather is good, I have to work all the time just to get by.
Offer financial assistance for child care.
Did not enroll Spring 1996 because I have graduated from UCSC and am moving.
Goal is to transfer to SJ State - still need more classes - will be back
Need a music theory class that is offered before 9:00 a.m.
Would like an ASL II Class offered Mon. and Wed., 5:00 to 7:00 p.m. Will return, liked taking classes at Cabrillo
Cabrillo is a good school and I may return in the future
Plan to return, not sure when.
Offer better selection of art classes.
Cabrillo Stroke Center should be commended - now unable to attend classes there due to illness
Need more support in Math class - and need child care
Offer Spanish 2 in the evening this summer
Need better parking
May return - still deciding
Lower enrollment fees
The quality of education is low - expectations are low and it's not challenging enough - I didn't learn very much
Plan to come back, hopefully soon
Have note taker available and consistent with my needs
Have more sections of popular classes - penalize students who drop classes so frequently - some sign up constantly for classes and then always drop - this takes up space from those who really want the classes
Ease of registration
Need to finish degree at a university
Hire some counselors that are aware some people have to work from 8:00 to 5:00 p.m. Also, why only have women's reentry? Men are returning also.
Less faculty parking
I continue to take classes at Cabrillo in the evenings (Community Education classes) My personal interest is in Italian, which is not offered in the evenings
Arrange for parking, switch to a quarter system or have more short-term classes - often 16 weeks causes a conflict in community - monitor instruction quality
Staff being more helpful - staff members were very rude.
You've done an excellent job upgrading the campus fore everyone - I will return ASAP
I will be returning next semester to finish
I moved out of the S.C. area - I was extremely pleased with the adaptive P.E. I was disappointed with my Psych classes
Nothing, unless my employment situation changes - am now working north in Half Moon Bay.
For degreed persons, such as myself, enter codes in your computer so that registrations don't get kicked back (for prerequisites). I had mine rejected for a basic statistics class when my engineering degree satisfied much more.
Better teachers to teach Computer Science classes, better times for classes for working students (my work schedule is M-F, 9:00 a.m. to 7:30 p.m.)
Cabrillo is a wonderful place - I have no complaints
Need college prep chemistry
Continue to offer Fire Science course on a one-week basis
Thank you for lowering your fees for people with B.A.'s A college degree does not mean you are more economically salient.
Hoping for Microsoft office course to be taught w/power point
Will some day return.

I graduated and transferred to UC Berkeley. My Cabrillo experience was great. I'll be back when I move back into the area.

I will always come back to Cabrillo. It is very important to me. Thank you for your concern.

Offer some of the classes in real estate that I have not taken yet. (escrow, property management, etc.)

Be closer. I resented paying $50 per unit and then have the cost drop.

Moved to a new location and obtained degree.

I will have to wait a couple of years until my child is older or take weekend classes.

Offer more classes at Watsonville Center, especially Anthro 2

Offer more adult educators geared towards mature minds.

Keep doing the great job you do, keep the wonderful instructors. Keep offering good night courses.

Offer more foreign language, art and music classes in the evenings.

I would like to and I need to join the new technological world. I would like to see courses just to do that.

I will be attending HSU Fall 96 to complete a degree in Geology. I had a good experience at Cabrillo College.

Thursday, March 7, 1996

Dear Student:

You were a student at Cabrillo College prior to Spring 1996, and our records show that you have not returned to Cabrillo College to continue your studies. We are concerned about the reasons you did not return, and ask you to respond to the enclosed survey to help us to find out. Please take about five minutes of your time to complete this survey and mail it back to us in the enclosed stamped envelope.

This survey is anonymous and will be of great assistance to us in our educational planning.

Thank you for your time and assistance.

Sincerely,

John Hurd

John Hurd
President/Superintendent

JH:mh

Enc.

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CABRILLO COMMUNITY COLLEGE
CONTINUING/RETURNING STUDENTS SURVEY

Dear Student:
We are interested in finding out why you did not return to Cabrillo College for the spring 1996 semester. Please take a few minutes to answer the following questions about your experience at Cabrillo and return it in the enclosed stamped envelope.

1. What were your educational goals in the last semester you were enrolled at Cabrillo?
   [ ] a. Receiving a certificate or associate degree [ ] b. Completing all the transfer courses needed
   [ ] c. Completing the occupational courses needed [ ] d. Satisfying a personal interest

2. What were the educational goals you achieved the last semester you enrolled at Cabrillo?
   [ ] a. Received a certificate or associate degree [ ] b. Completed all transfer courses needed
   [ ] c. Completed the occupational courses needed [ ] d. Satisfied a personal interest

If any one of your educational goals was not achieved, please continue...

3. Did your experience at Cabrillo have anything to do with your decision not to return? If so, was this due to any of the following reasons?

   [ ] a. Inconvenienced by the ongoing construction at Cabrillo

   b. Difficulty in getting the classes you wanted because:

      [ ] 1) The classes were full (Please list the classes):

      _____

      [ ] 2) The classes you wanted were not offered (Please list the classes):

      _____

      [ ] 3) The classes you wanted were not offered at a convenient time or day.
      (Please check the times and days when you would attend a class):
      M-F, [ ] mornings, [ ] afternoons, [ ] evenings; [ ] Saturdays, [ ] Sundays

   c. Other problems, specifically, are:
      [ ] 1) Parking
      [ ] 2) Child care
      [ ] 3) Registration problems (lines, location, time)
      [ ] 4) Lack of access to appropriate technology for your education
      Please specify: _____
      [ ] 5) Other, please specify: _____

4. Were there personal reasons for you: not returning?
   [ ] a) Family responsibilities
   [ ] b) Financial reasons
   [ ] c) Employment change
   [ ] d) Moved to a new location
   [ ] e) Needed time out of school for personal matters
   [ ] f) Currently enrolled at another college (please specify _____)
   [ ] g) Received poor grades
   [ ] h) Other (please specify) _____

5. Please tell us what Cabrillo can do to attract you back to school:

   _____

   _____

6. If you plan to return to Cabrillo, when? [ ] Spring, [ ] Summer, [ ] Fall of _____(year)

Thank you!

[redacted]

CODING SHEET Wed 3/20/96

CABRILLO COMMUNITY COLLEGE
CONTINUING/RETURNING STUDENTS SURVEY

Dear Student:
We are interested in finding out why you did not return to Cabrillo College for the spring 1996 semester. Please take a few minutes to answer the following questions about your experience at Cabrillo and return it in the enclosed stamped envelope.

1. What were your educational goals in the last semester you were enrolled at Cabrillo?
   [A] a. Receiving a certificate or associate degree [B] b. Completing all the transfer courses needed
   [C] c. Completing the occupational courses needed [D] d. Satisfying a personal interest

2. What were the educational goals you achieved the last semester you enrolled at Cabrillo?
   [E] a. Received a certificate or associate degree [F] b. Completed all transfer courses needed
   [G] c. Completed the occupational courses needed [H] d. Satisfied a personal interest

If any one of your educational goals was not achieved, please continue...

3. Did your experience at Cabrillo have anything to do with your decision not to return? If so, was this due to any of the following reasons?

   [I] a. Inconvenienced by the ongoing construction at Cabrillo

   b. Difficulty in getting the classes you wanted because:

   [J] 1) The classes were full (Please list the classes):
   class 1 = K class 2=L class3=M

   [N] 2) The classes you wanted were not offered (Please list the classes):
   class1 = O class2= P class3 = Q

   [R] 3) The classes you wanted were not offered at a convenient time or day.
   (Please check the times and days when you would attend a class):
   M-F, [S] mornings, [T] afternoons, [U] evenings; [V] Saturdays, [W] Sundays

   c. Other problems, specifically, are:
   [X] 1) Parking
   [Y] 2) Child care
   [Z] 3) Registration problems (lines, location, time)
   [AA] 4) Lack of access to appropriate technology for your education
   Please specify: AB
   [AC] 5) Other, please specify: AC

4. Were there personal reasons for you not returning?
   AD[ ] a) Family responsibilities
   AE[ ] b) Financial reasons
   AF[ ] c) Employment change
   AG[ ] d) Moved to a new location
   AH[ ] e) Needed time out of school for personal matters
   AI[ ] f) Currently enrolled at another college (please specify AJ)
   AK[ ] g) Received poor grades
   AL[ ] h) Other (please specify) AL

5. Please tell us what Cabrillo can do to attract you back to school:
   → AO

6. If you plan to return to Cabrillo, when? [1] Spring, [2] Summer, [3] Fall of AM(**)(year)
   AM AM AM

Thank you!

/pc/word/d/c: \reports\rtp\9low\d\survey.doc

NO ENTRY = BLANK.